

Mobile My Way

Illustrated Book

July 2020

About this book

This book is about how to:

- buy and use a mobile phone from Telstra, and
- what to do if something goes wrong.

How to use this book

Telstra has written this book to make it as easy to read as we can. We use pictures to explain ideas.

This book is a summary of another document on our website at telstra.com.au/myway

You may decide to ask for help to read this book. A friend, family member or support person may be able to help you.

For additional copies of this book
email consumer.affairs@team.telstra.com

Contact us

Indigenous Hotline

Call 1800 444 403 (Monday to Friday, 8.00am – 8.00pm AEST).

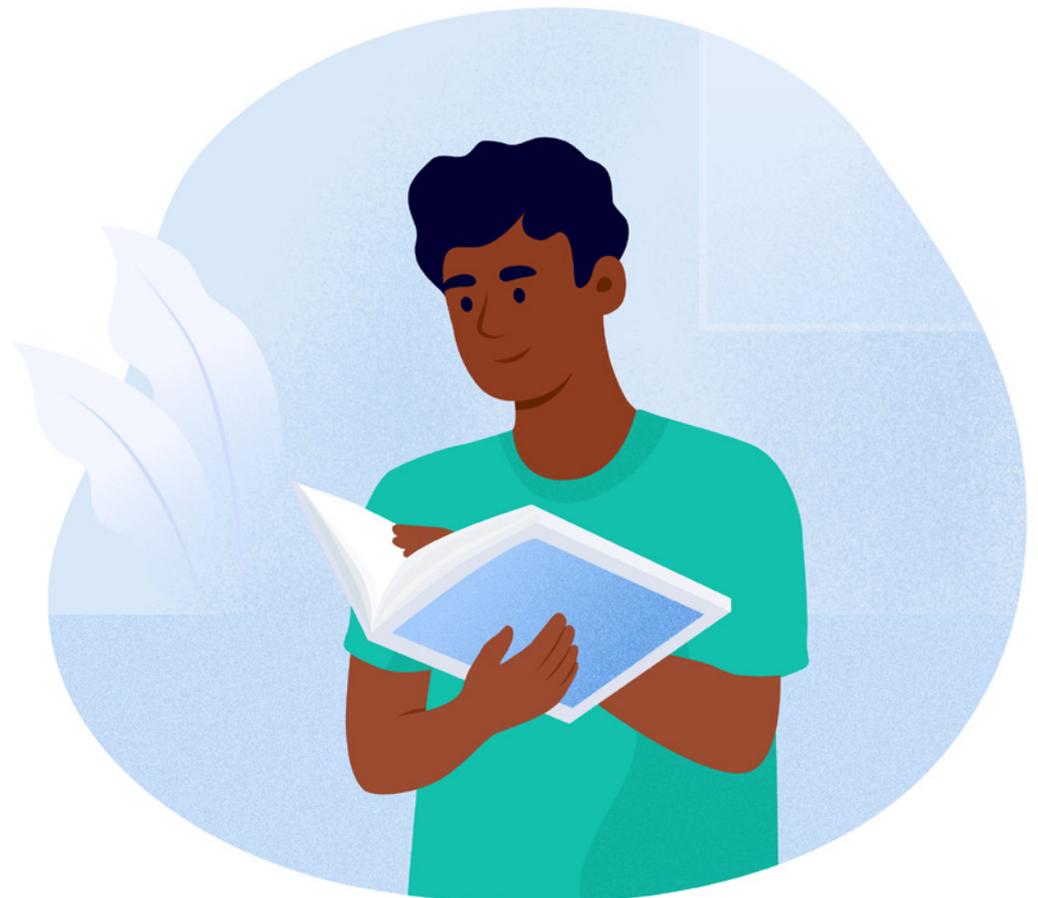
General enquiries

Call 13 22 00 (Monday to Friday, 8.00am – 5.00pm AEST).

All pictures shown are for illustration purposes only.
Actual costs and inclusions may vary.
Information valid as at July 2020.

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Section 1

What to think about before you get a phone

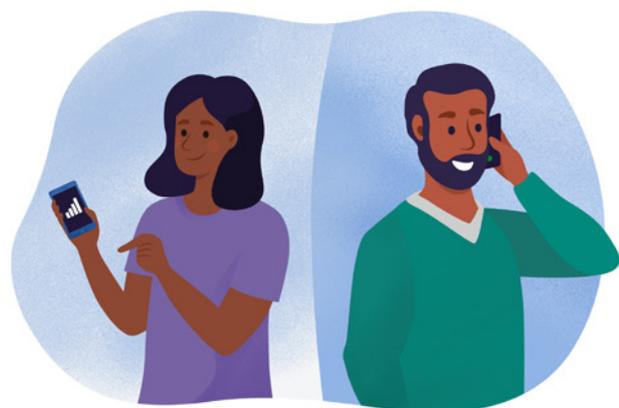
- 1.1 Check there is mobile coverage in your area. Ask someone if you are not sure.



- 1.2 When you get a phone there are two different costs:



the cost of the handset (phone or tablet)



the cost of the plan for calls, texts and data

1.3 If you want to get a phone, you can choose to:



Buy a phone outright
(all at once)

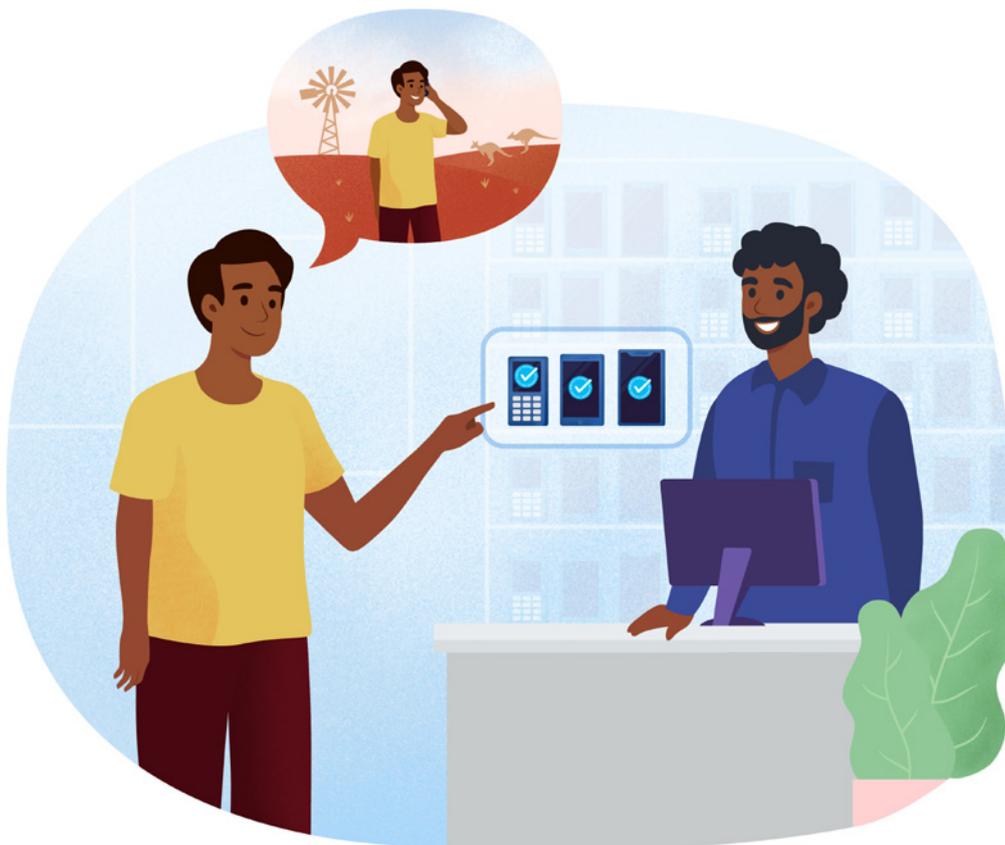


Sign up to a plan to pay
off a new phone

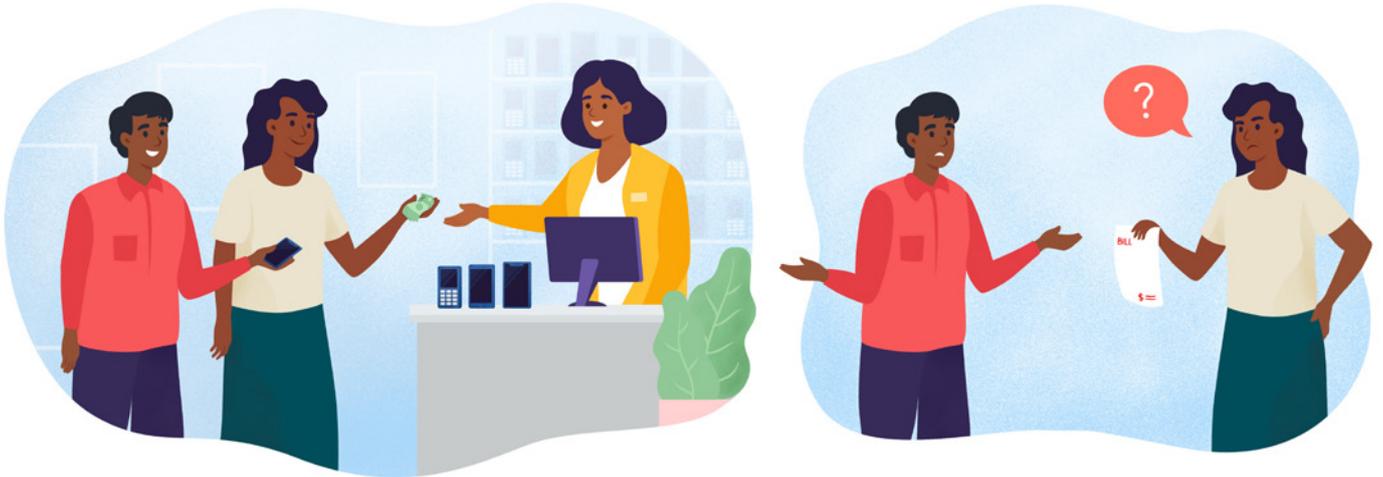


Or use a phone you
already have

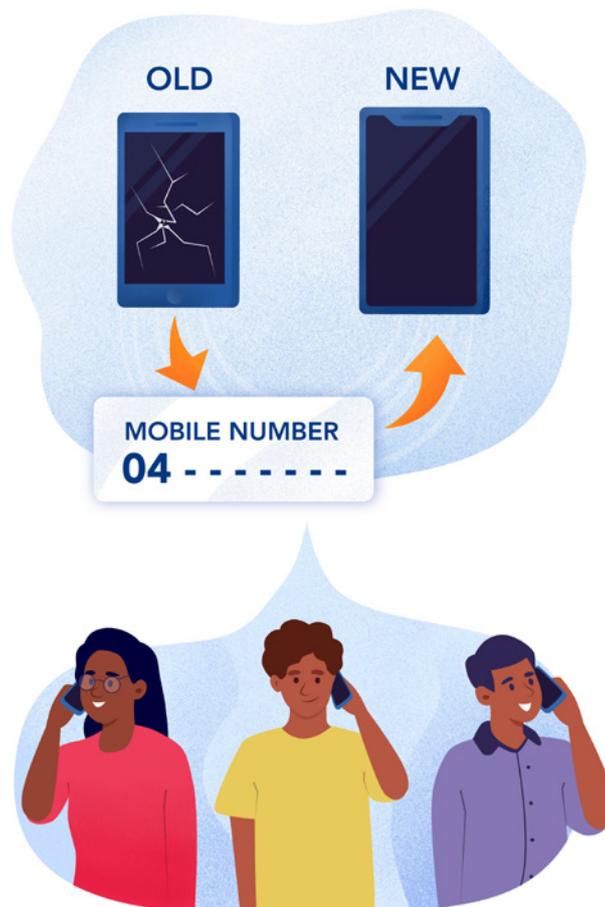
1.4 If you need a new phone, ask for a Telstra Blue Tick one because it has better coverage in remote areas.



- 1.5 Don't sign up to a plan to pay off a new phone for someone else. This is called a Device Payment Contract. If something happens to the phone, you will still have to pay for the cost of the phone, their calls, text and data use.



- 1.6 Keep the same phone number even if you get a new plan or phone. This way friends, family and businesses can stay in contact with you.



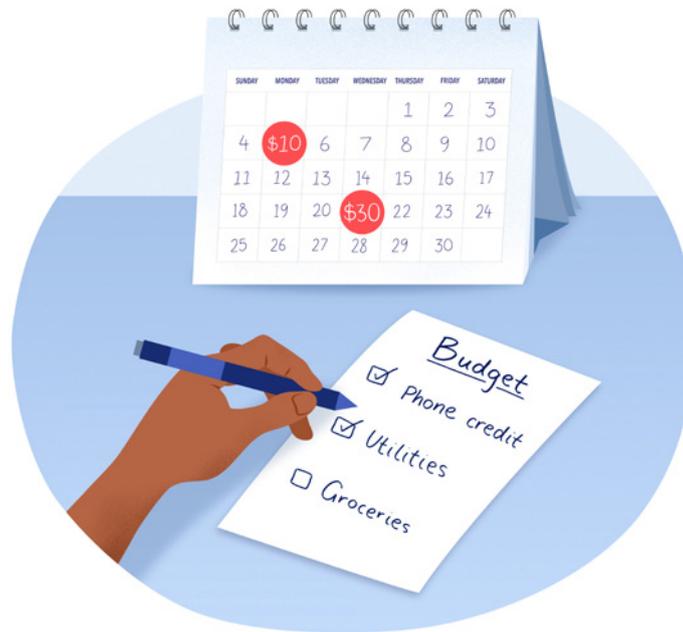
Section 2.1

How to choose the right plan

– Pre-Paid

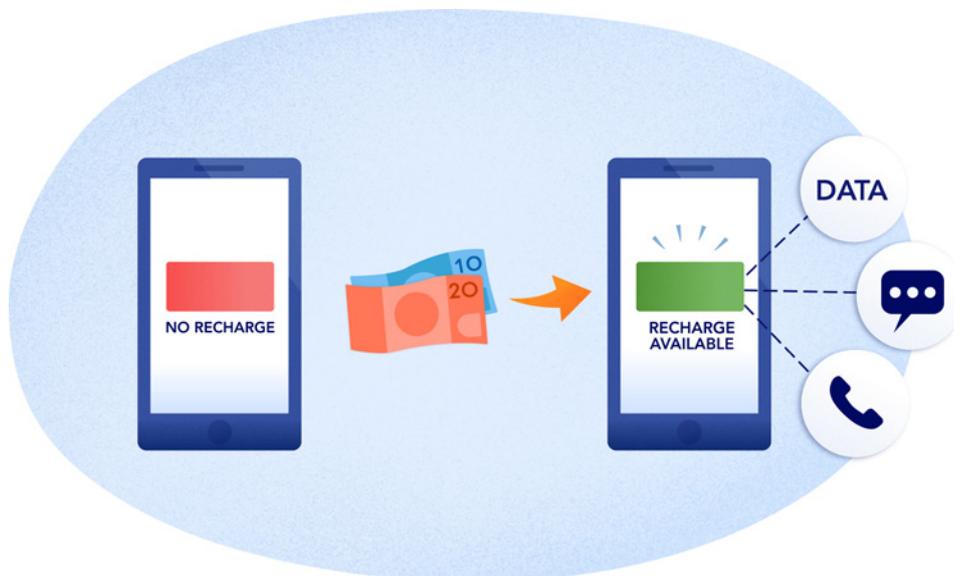
2.1.1

Pre-Paid is good if you need to budget because you control when and how much you pay.

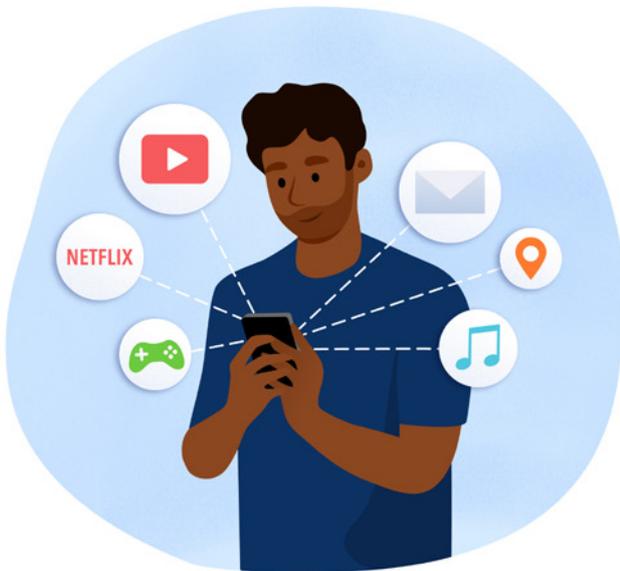


2.1.2

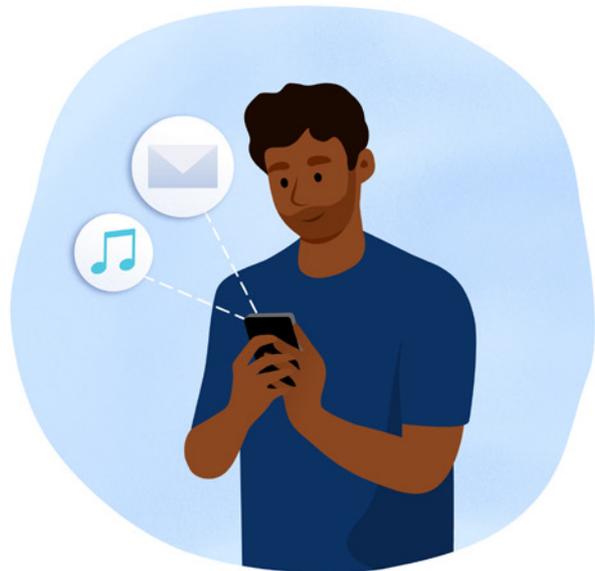
With Pre-Paid you pay upfront before using your phone to make calls, send texts or use data. This is called recharging.



2.1.3 The more data you need the more recharge you have to buy.

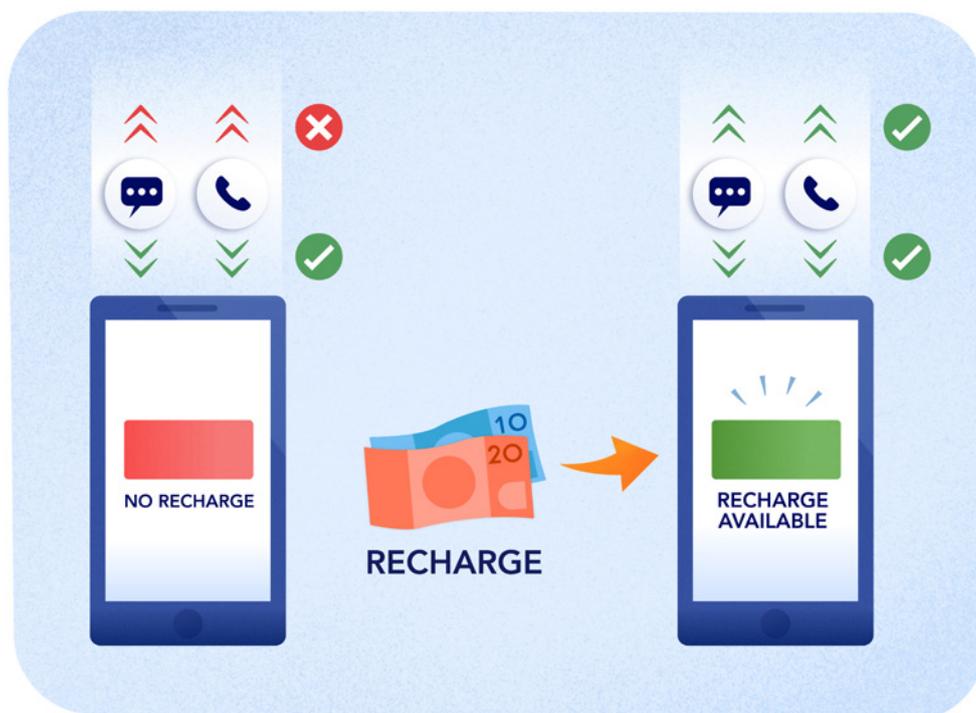


10GB
= \$30 Recharge



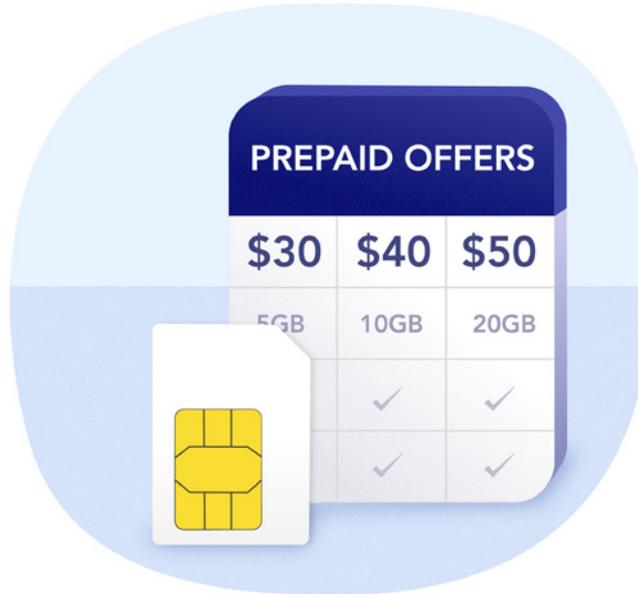
1GB
= \$10 Recharge

2.1.4 If you run out of calls, texts or data, you can receive calls and texts but cannot use data or make calls/texts – you need to recharge again first before you can do so.



2.1.5

Pre-Paid offers do not come with a phone. You can use a phone you already have or buy one outright (all at once).



+



Use a phone you
already have

OR



Buy one outright
(all at once)

Section 2.2

How to choose the right plan – Month-to-Month

2.2.1

A Month-to-Month Plan is good if you have a regular income and can pay your bills on time.



2.2.2

If you go over your data allowance on a Month-to-Month Plan your speeds will slow, but you won't be charged extra. You will still be able to use your phone.



- 2.2.3 You can sign up to a plan to pay off a new phone. You will have to pay off the phone every month for 24 months (2 years). This is called a Device Payment Contract. If you have a phone on a plan and want to leave Telstra you still have to pay it off.



- 2.2.4 You will get a bill every month. You can receive your bill in the mail, by email or via the My Telstra app.



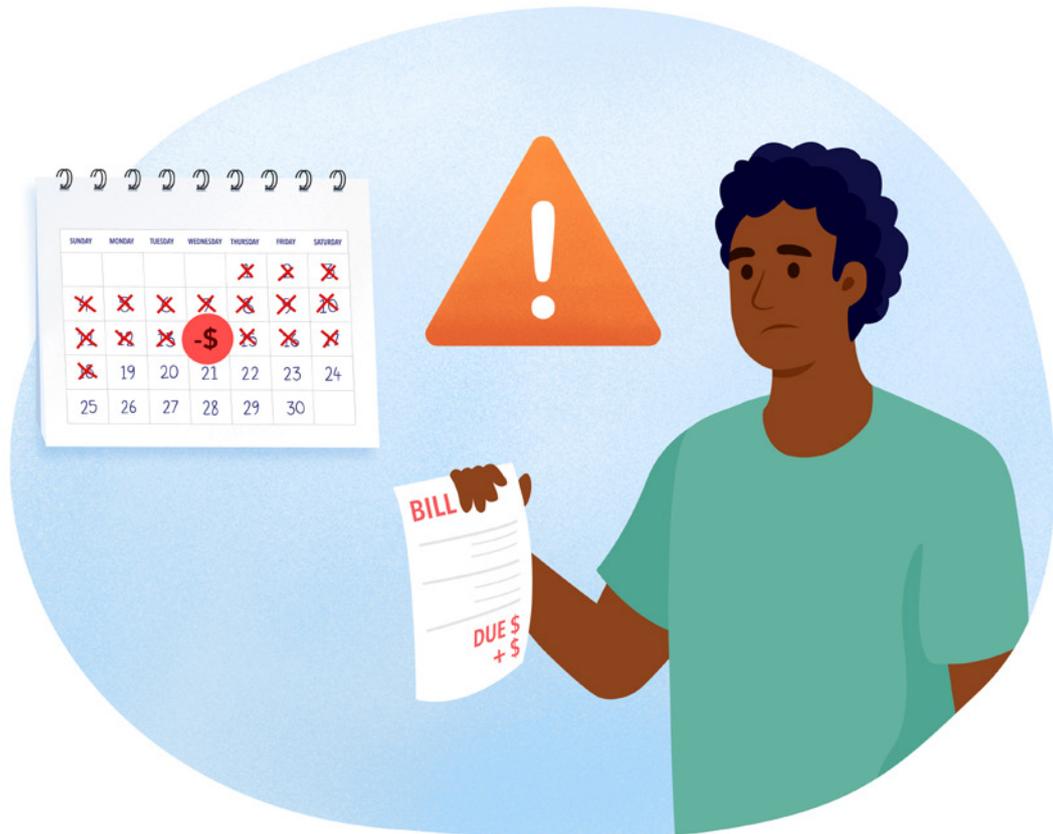
2.2.5

You can also set up direct debit to pay your monthly bill. This means money gets taken from your bank account each month – and you won't need to remember to pay your bill.



2.2.6

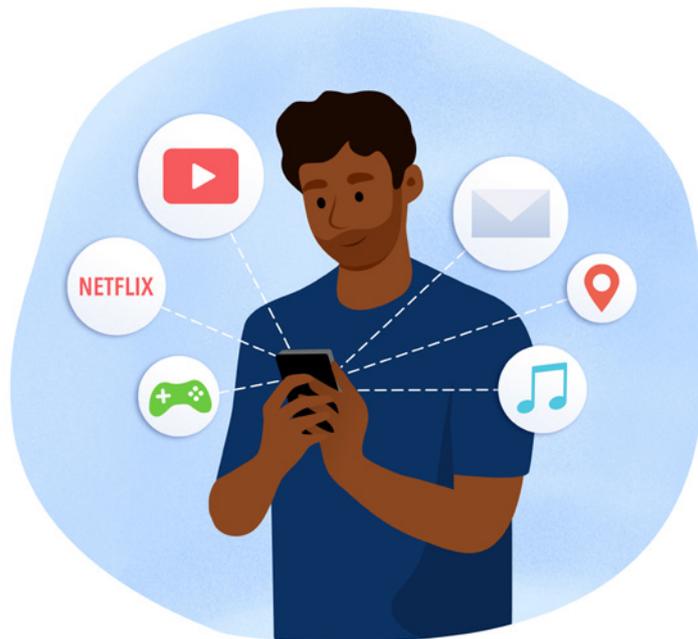
You must pay bills on time. If you don't pay your bill on time, you might need to pay a late payment fee, and your service might be suspended or cancelled.



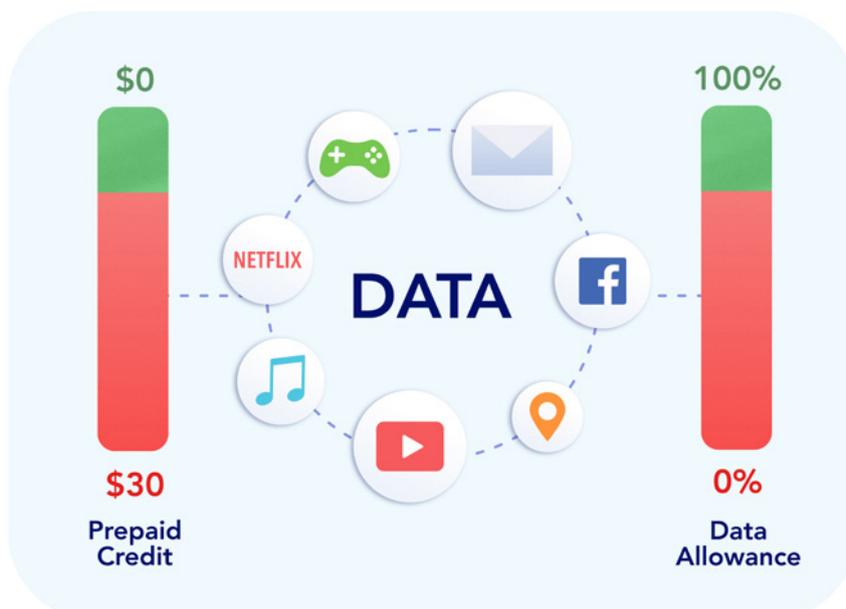
Section 3

How to manage your data use

- 3.1 Data is sending and receiving information using the internet (from your phone or computer). You use data to do things like send emails, use social media or apps, watch videos or listen to music.

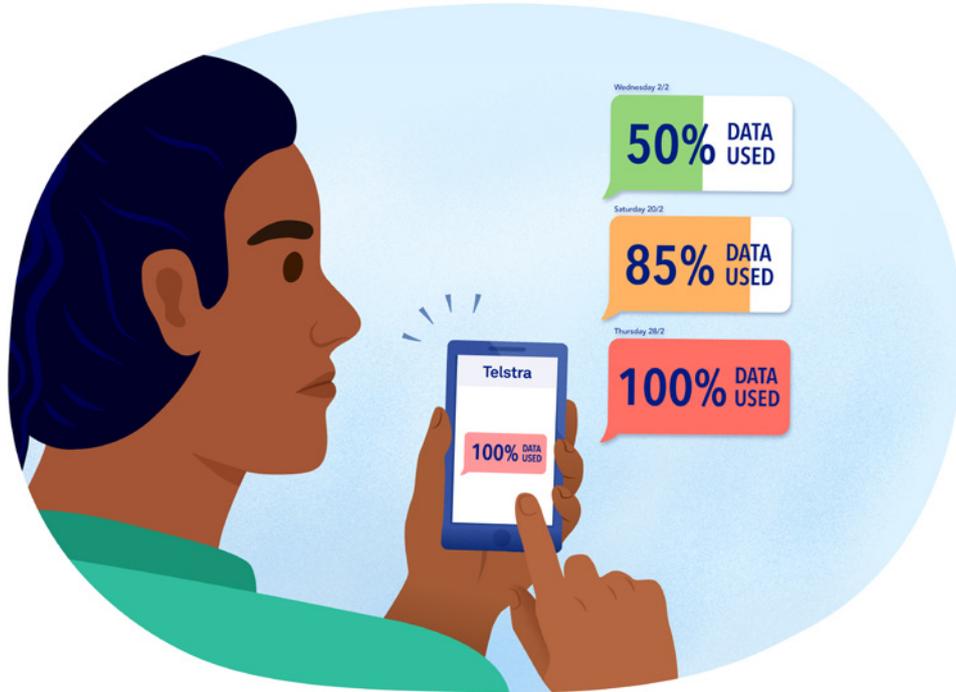


- 3.2 Using data uses your credit (on Pre-Paid) or uses your allowance (on Month-to-Month).



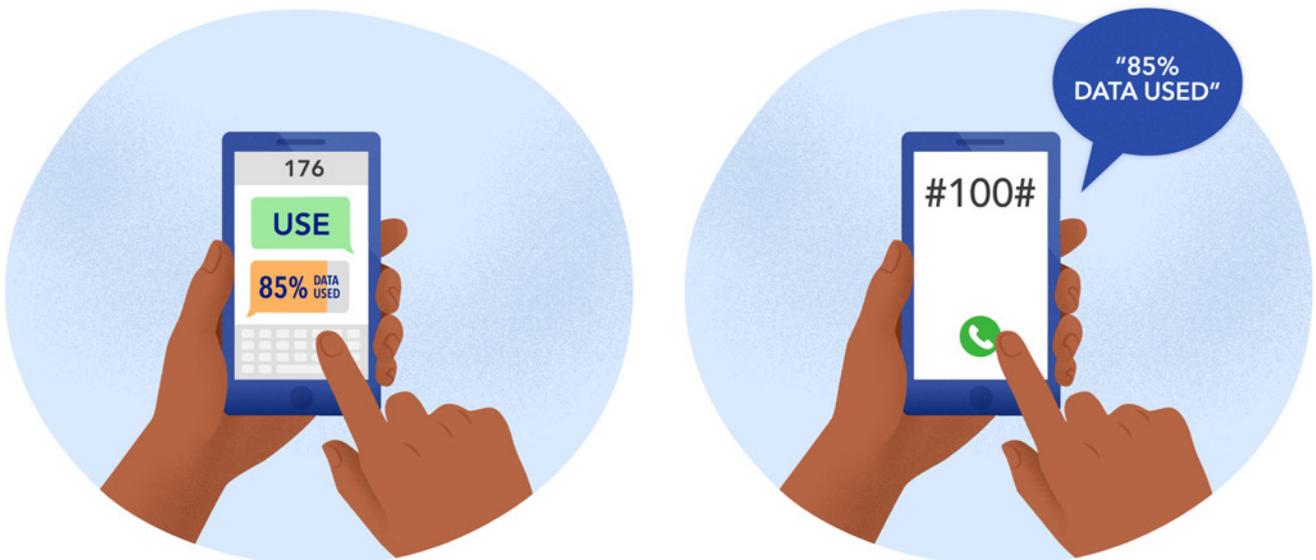
3.3

We will send you a data usage alert by text message when you reach 50%, 85% or 100% of your allowance.



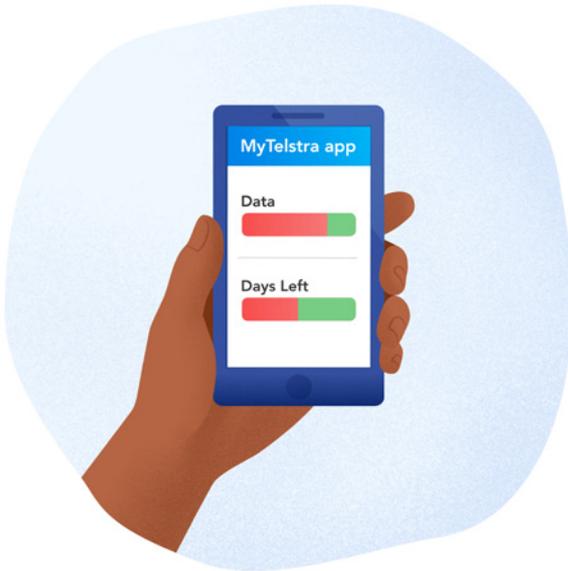
3.4

You can track your data use by texting the word USE to 176 by text message (on Month-to-Month) or dialling #100# (on Pre-Paid).



3.5

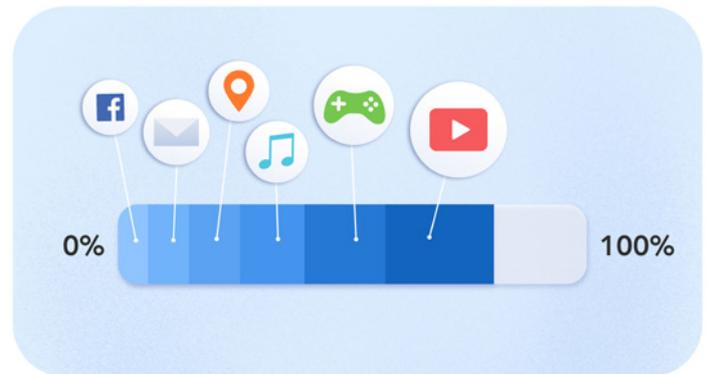
You can also track your data use by downloading the MyTelstra app to your phone.



3.6

Things that use lots of data are:

- Watching videos on the internet like YouTube
- Listening to music on the internet like Spotify or Apple Music
- Playing online games like Fortnite

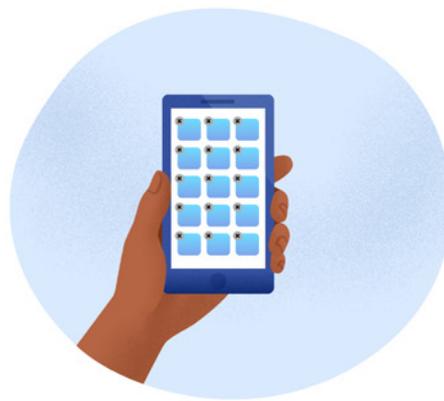


3.7

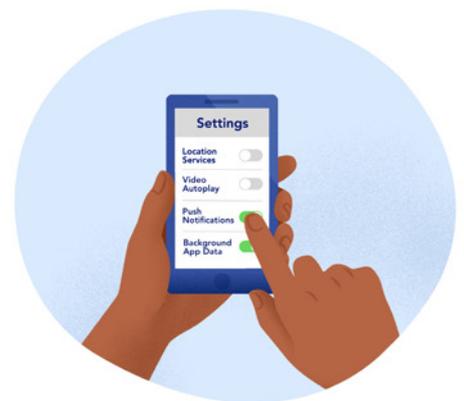
You can reduce your data use so that your allowance lasts longer or doesn't slow down by:



Waiting until you have access to Wi-Fi to do things that use lots of data like apps/games, watching movies/videos and streaming music.



Removing apps from your phone that you don't use.



Disabling location services and video auto-play. Turning off push notifications and background data for apps.

Section 4

How to keep your phone safe and avoid scams

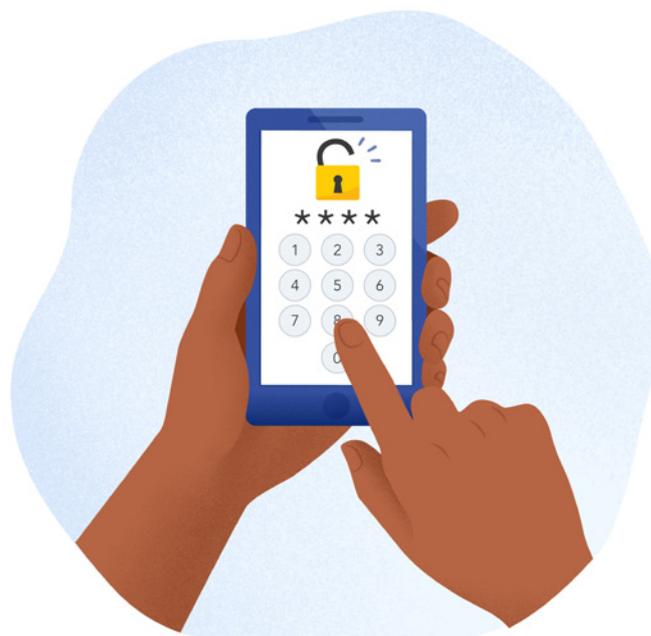
4.1

Your phone stores private information like passwords, account numbers, emails, text messages, photos, and videos – keep it safe.



4.2

Put a PIN on your phone so only you can use it.



4.3

Don't let someone borrow your phone unless you know what they want to use it for. It could cost you more money when you get your bill.



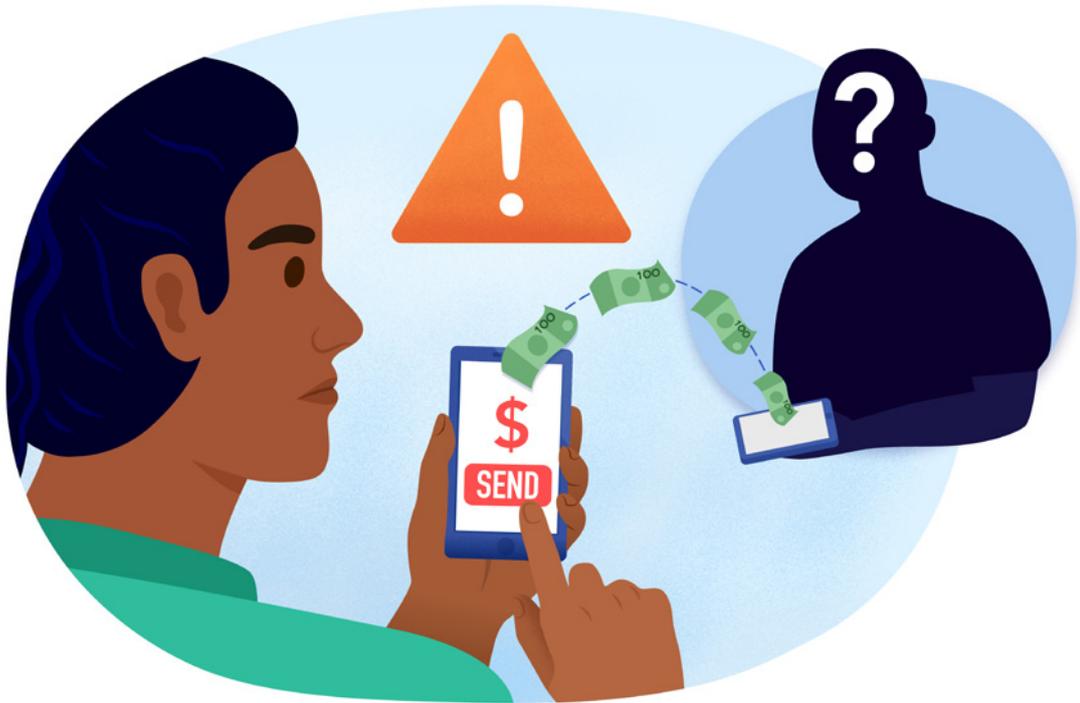
4.4

Be suspicious of calls or messages from people you don't know, especially if it's about winning prizes or free offers.



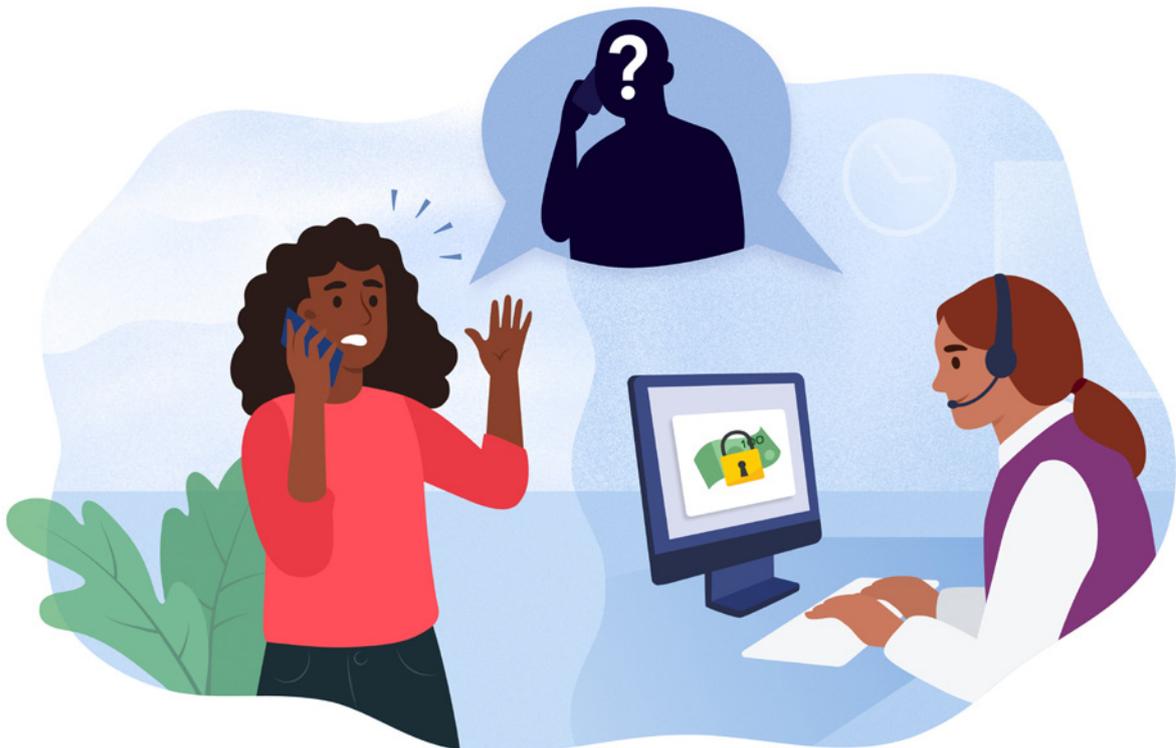
4.5

Don't give your bank details or send money to people you don't know because it could be a scam and cost you lots of money.



4.6

If you think you have been scammed contact your bank so they can protect your money.



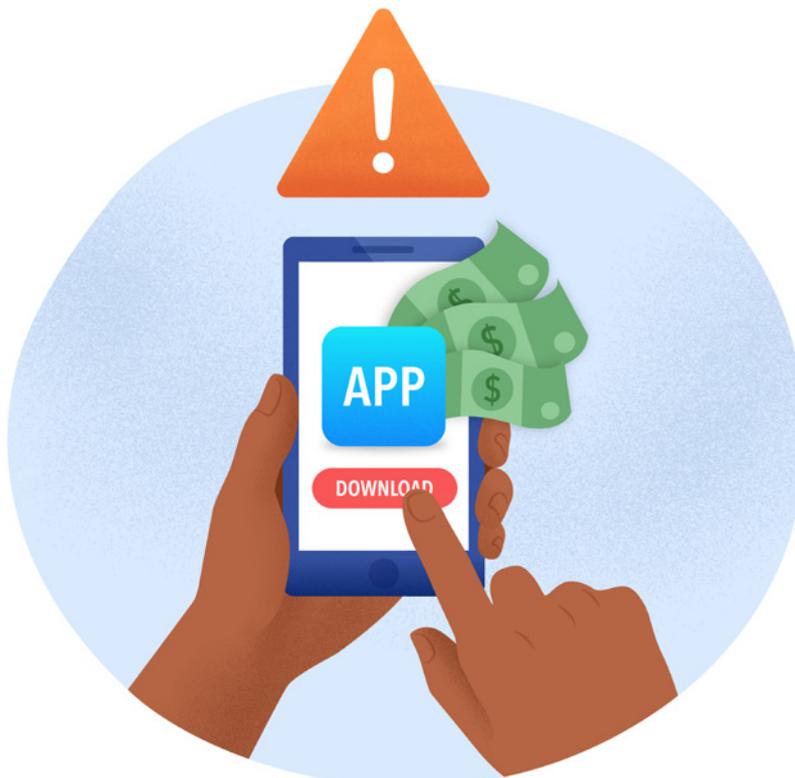
4.7

Be careful when signing up to subscription services on your phone like Spotify or Netflix – these cost money each month.



4.8

Be careful when downloading apps – some apps cost money or want you to buy things to unlock features.



Section 5

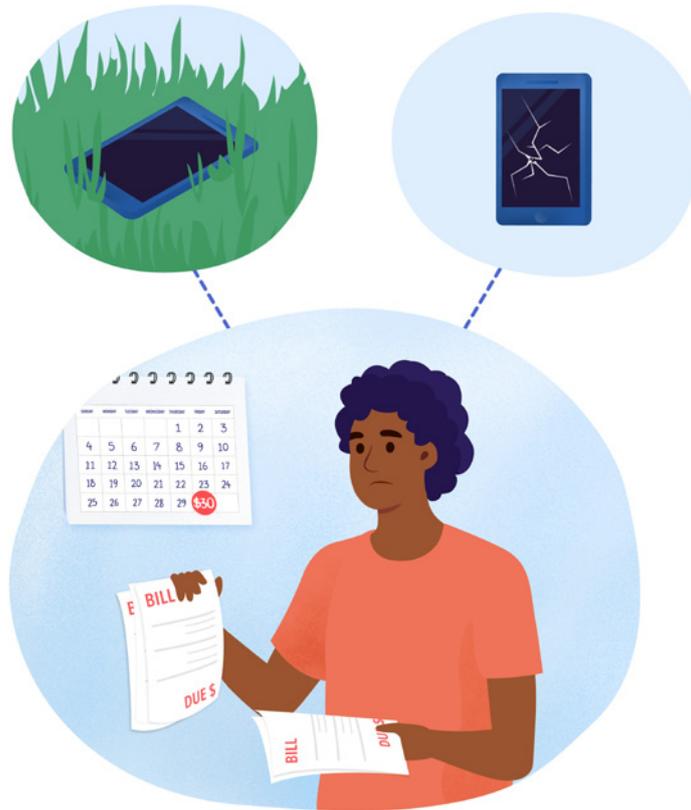
What to do if you break or lose your phone

- 5.1 If you lose your phone call Telstra on **1800 444 403** and say “Lost Phone”. We will block it and stop other people from using it. If you find it again, call us to unblock it.



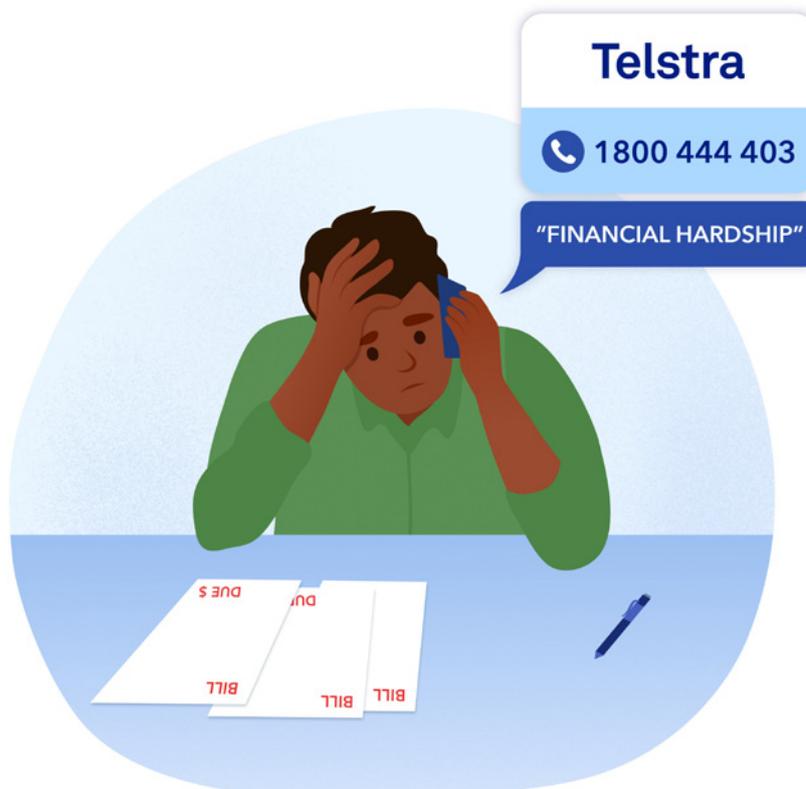
5.2

If you have a phone on a payment plan and you can't find it or you break it you still have to pay it off.



5.3

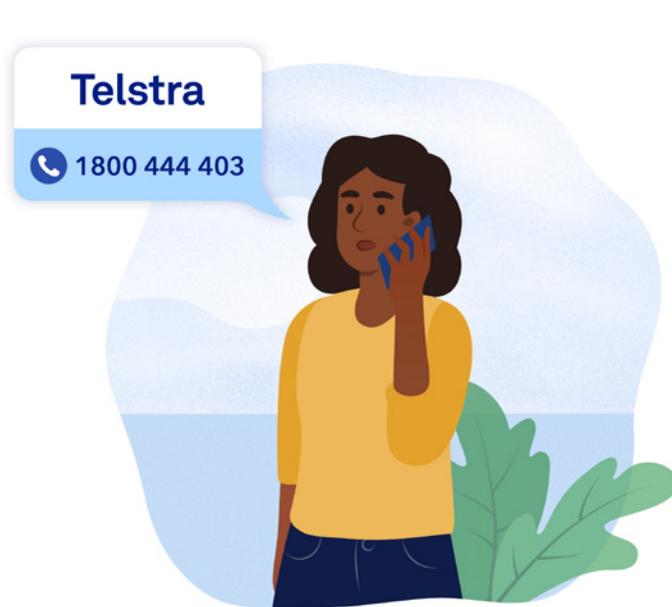
If you can't afford to pay call Telstra on **1800 444 403** and say "Financial Hardship".



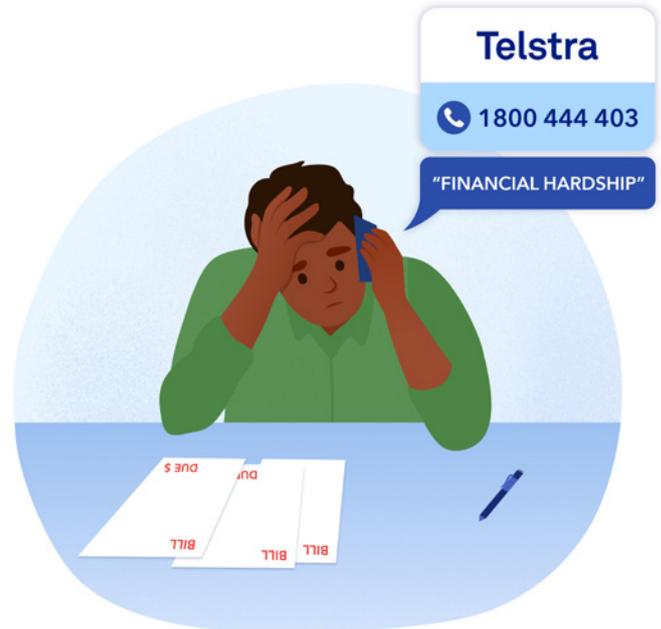
Section 6

How to get help or make a complaint

6.1 Call us on **1800 444 403**.



6.2 Say “Financial Hardship” if you have problems paying your bill or need more time to pay.



6.3 If you’re having big money problems talk to a Financial Counsellor by calling the National Debt Helpline on **1800 007 007**.



- 6.4 If you have a problem with Telstra, call **1800 444 403** and say “Complaint”.



- 6.5 Call the Telecommunications Industry Ombudsman (TIO) on **1800 062 058** if you are not happy with how Telstra is fixing the problem.



